



NATIONAL TRAINING CENTER

Training Operations

General Procedure

Title:	Processing Course Material Requests
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X

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Date

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REVISION HISTORY

Rev.	Date	Description of Revision
3	06/19/19	<ul style="list-style-type: none"> Global: <ul style="list-style-type: none"> – Replaced “Certification Programs & Student Services Manager” with “Training Operations Manager”. – Revised format/section numbering. Section 8.2, eLearning Requests, All requests for eLearning course files must be submitted as a Federal-to-Federal employee request from the requesting site to the NTC Director: Added.
2	08/03/18	<ul style="list-style-type: none"> Global: Replaced “Special Projects Team Lead” with “Certification Programs & Student Services Manager”. 6.0, Policy: Revised per new boilerplate approved by Acting General Manager. Section 7.2: Replaced “Deputy General Manager” with “Training Operations Manager”. Section 7.3, Special Projects Project Administrator: Deleted heading and introductory paragraph, and moved responsibilities to Section 7.2.
1	06/10/16	<ul style="list-style-type: none"> Section 7.2: Replaced “SPTED Department Manager” with “Special Projects Team Lead”. Section 7.3 and throughout document: Replaced “SPTED Point-of-Contact” with “Special Projects Project Lead”. Section 7.3.3: Removed Instructor Course Developer Certification (ICDC) reference. Section 7.3.4: Replaced ICDC with Instructor Certification Program (ICP). Section 8.1: Removed certified course developer. Section 8.2: Removed ICDC reference. Appendix A, Course Material Request Work Flow Diagram: Deleted.
0	06/11/13	Original general procedure

1.0 PURPOSE

This procedure describes how employees at the Department of Energy (DOE) National Training Center (NTC) process and obtain approval for requests for the use of NTC training materials both from within the Department and by outside entities.

2.0 SCOPE

This procedure applies to the contractor personnel that are responsible for processing requests for course materials. NTC personnel must use this document to ensure their efforts meet or exceed the requirements in this document.

3.0 CANCELLATION

This procedure supersedes TRN-GP-342, *Processing Course Material Requests*, dated August 2019.

4.0 REFERENCES

None

5.0 DEFINITIONS

- 5.1 COURSE MATERIAL. Necessary documentation, such as Word documents, PDFs, videos, audio files, etc., used by instructors, course developers, or students in a training environment.
- 5.2 COURSE MATERIAL AVAILABILITY PORTAL. Document library comprised of a folder for each course that is available on the SharePoint site for users to download course material.
- 5.3 SHAREPOINT. Microsoft© application framework that is the foundation for the Course Material Availability Portal.

6.0 POLICY

It is NTC policy to provide guidelines to employees in the conduct of their work and for employees to follow those guidelines. The guidelines set forth in this procedure provide the framework for processing training material requests.

7.0 RESPONSIBILITIES

Although each individual is responsible for his or her duties listed in this section, these duties may be delegated to another individual who is equally qualified to perform the same function.

7.1 NTC General Manager

The NTC General Manager is responsible for ensuring NTC contractor employees read and adhere to NTC requirements documents as appropriate to their area(s) of responsibility.

NON-PROPRIETARY INFORMATION

This document was prepared by Training Operations and is scheduled for review in May 2022.

7.2 NTC Training Operations Manager

The Training Operations Manager is the proponent for this procedure. As such, the Training Operations Manager is responsible for ensuring this procedure is reviewed every 3 years and for coordinating changes with the NTC General Manager and NTC Federal oversight staff.

- 7.2.1 Provides programmatic oversight of the Course Material Request Process as it pertains to the Course Material Availability Portal.
- 7.2.2 Receives material requests from external users.
- 7.2.3 Assesses requests and grants administrative rights to approved material requestors if requestor is an NTC-certified instructor or requires access to material due to site certification.
- 7.2.4 Sends requests not associated with the NTC Instructor Certification Program (ICP) or site certification to the respective training department manager for review and approval.
- 7.2.5 Sends notifications of approval status to the material requester via email.

7.3 NTC Training Department Managers

NTC training department managers are responsible for reviewing and evaluating request justifications of material requesters. Upon review and evaluation, the training department manager is responsible for the following actions:

- 7.3.1 If the request justification is found to be illegitimate, email a recommendation to the Training Operations Manager.
- 7.3.2 If the request justification is found to be legitimate, forward the recommendation for approval, accompanied with the material request, to the respective Federal Task Monitor for review, evaluation, and recommendations.

8.0 OPERATIONS

8.1 Instructor-Led Training Requests

1. Requestor: Submit justification for the need for course material to the Training Operations Manager for review.

Action	To/From
NOTE: Automatic access will be granted if the requestor is an NTC-certified instructor, the site is certified to teach a specific course, and the requestor is approved through an NTC training department manager.	
a. If justification is approved, requestor will receive notification of approval status of the request.	Email from Training Operations Manager
b. If the justification is not approved, requestor will be notified about the denied request.	Email from Training Operations Manager

2. Training Operations Manager:

- a. When a request for course material is received from the requestor, complete the following tasks:

Action	To/From
Determine: Is this requestor an NTC-certified instructor?	
a. If yes <ul style="list-style-type: none"> • Grant permissions to course material for which requestor will teach or develop. • Send an email that permissions have been granted. 	To requestor
b. If not, forward the request for evaluation.	To respective training department manager

- b. When a request for course status is received from the training department manager, complete the following tasks:

Action	To/From
Determine: Was the request approved?	
a. If yes, grant permissions to course material for which requestor seeks access.	To requestor
b. If not, send email notification of the denied request.	To requestor

NON-PROPRIETARY INFORMATION

This document was prepared by Training Operations and is scheduled for review in May 2022.

3. Training Department Manager: When a request is received from the Training Operations Manager, complete the following tasks:

Action	To/From
Determine: Was the request legitimate?	
a. If yes, forward the request accompanied with your recommendation of approval.	To respective Federal Task Monitor
b. If not, send denied request.	To Training Operations Manager

4. Training Operations Manager: When a decision is received from the Federal Task Monitor, complete the following tasks:

Action	To/From
Determine: Was the request approved?	
a. If yes <ul style="list-style-type: none"> Grant access to requestor in portal. Send a notification of approval to requestor. 	To requestor
b. If not <ul style="list-style-type: none"> Send a notification of denial, OR Send an email that permissions have been granted (see Section 8.2.1 above). 	To requestor

8.2 eLearning Requests

All requests for eLearning course files must be submitted as a Federal-to-Federal employee request from the requesting site to the NTC Director.

9.0 APPENDICES

None